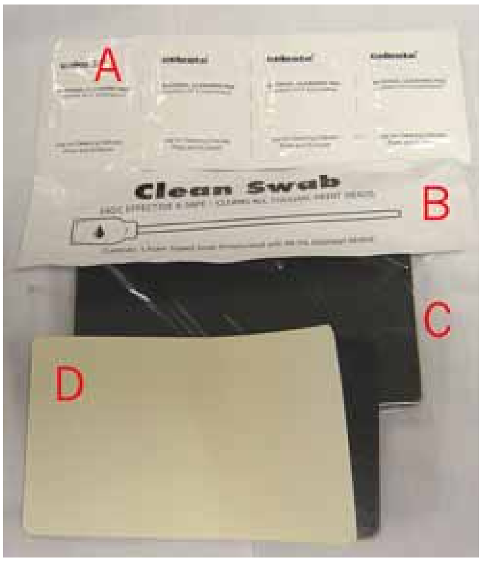
Ultra ELECTRONICS MAGICARD www.ultramagicard.com

Prima Cleaning Instructions

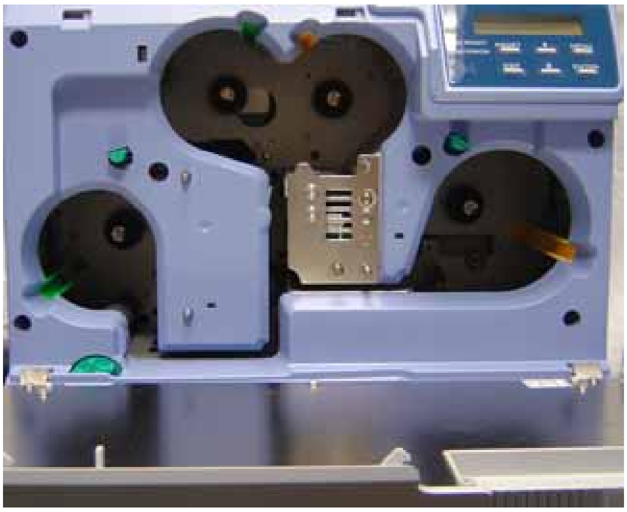
Before carrying out cleaning of the Prima printer, a cleaning kit will need to be ordered. This can be ordered through your dealer network.



A	Cleaning Pads for the rubber rollers.
B	Cleaning swab for the thermal print head.
C	Pack of 10 sticky cleaning cards for the printer rollers.
D	Cleaning card with the backing partially removed.

ROLLERS.

- **Dirty rollers** are the **major** cause of **jamming** cards in the printer.
- It is **recommended** to clean the rollers after printing **1000 cards** – dependant upon environment.
- You **must** also allow the **printer** to **cool** before the **cleaning cycle**.

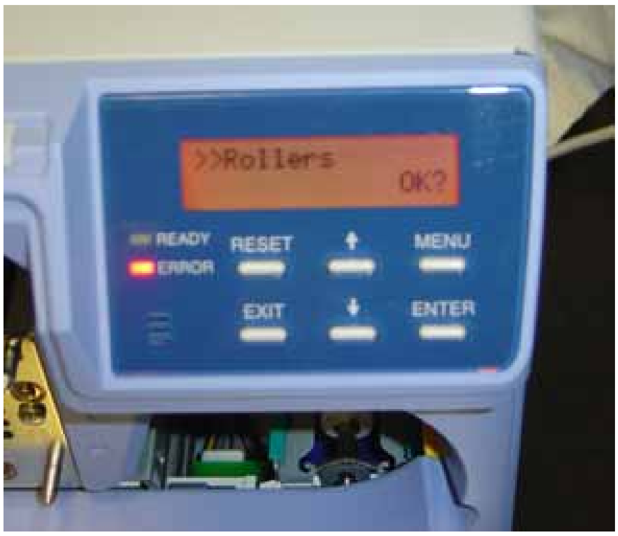


1. **Remove** both **ribbon cassettes**.

2. Switch the printer **on**, it will initialise however the **"No Cassette"** error will show.

3. At this point press the **"MENU"** button **three** times to show the **cleaning menu**.

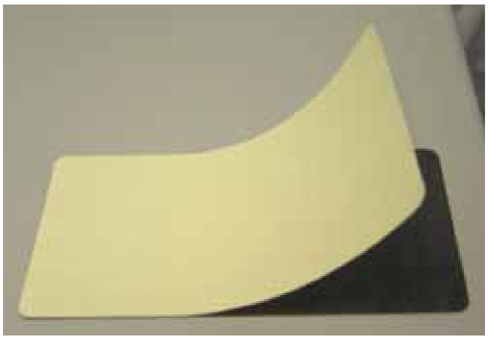
4. Press **"Enter"** to open the **cleaning menu**. On a **standard** printer you will only have the option to clean the **rollers**; on a Mag/Chip printer you will have the option to clean the **Magnetic encoding head** also.



5. Press **"Enter"** on the printer menu, this will start the **rollers** turning.

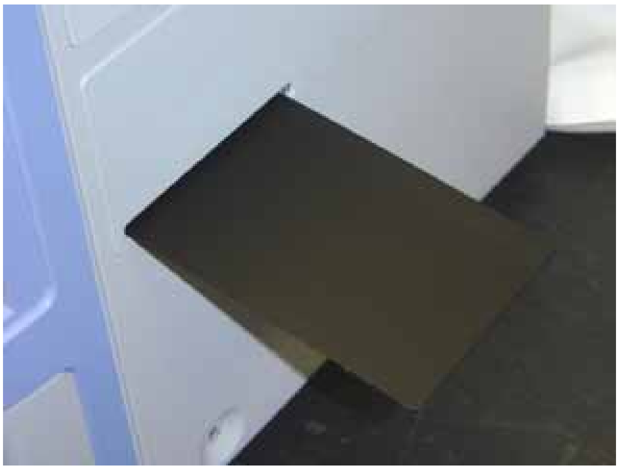
NOTE: **AT THIS POINT IF THE PRINTER IS TOO HOT YOU WILL BE PROMPTED "HR IS TOO HOT" (HEATED ROLLER IS TOO HOT).**

Prima Cleaning Instructions



6. **Remove** the **backing** from the **cleaning card**.

7. **Insert** the card from the **right hand side** slot when looking from the **front** of the printer, **sticky side down**.



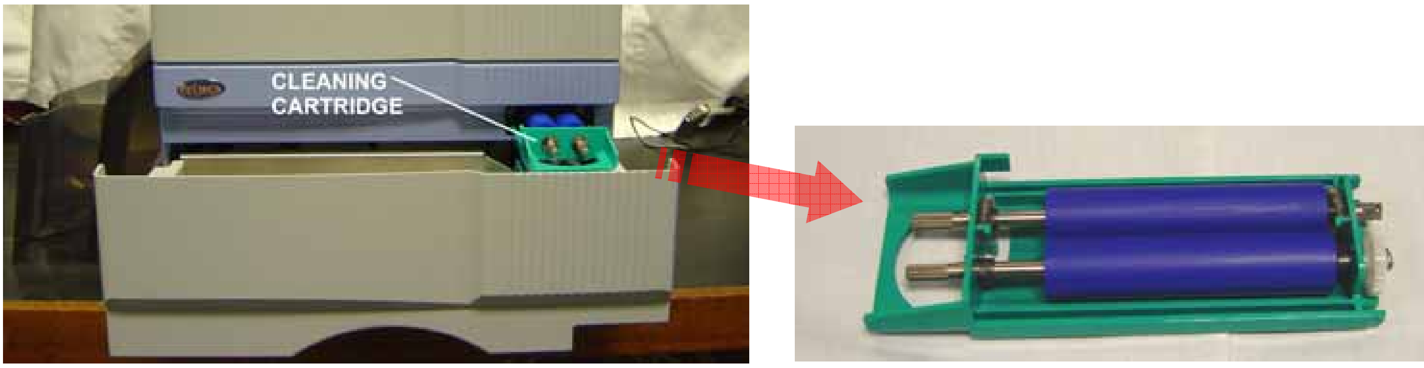
8. Repeat steps **3 to 7** turning the card **sticky side up**.

9. Power printer **off** once the cleaning card has been discharged.

NOTE: **THE CLEANING CARD SHOULD ONLY BE USED ONCE, DIRT WILL TRANSFER BACK TO THE ROLLERS IF IT USED TOO MANY TIMES.**

CLEANING ROLLER ASSEMBLY.

- The **sticky rollers** remove **dust and debris** from the **card surface**.
- **Cleaning** the **sticky rollers** is recommended after **each** print run.
- Generally, cleaning is required after **100 – 200 cards**, dependent on environment.
- This operation **must not** be carried out during the **printing process**.



1. **Open** the card tray and **remove** the sticky cleaning cartridge.

2. Wash out the dirt and debris on the roller surface using mild soapy water. **Do not use alcohol or detergent**.

NOTE: **ENSURE THE CARTRIDGE IS DRY BEFORE RE-FITTING IT INTO THE MACHINE.**

3. Clean the **rubber roller within the card tray** assembly using the alcohol cloths supplied in the cleaning kit.

4. Replace **card tray** and **sticky roller**, power on the unit.

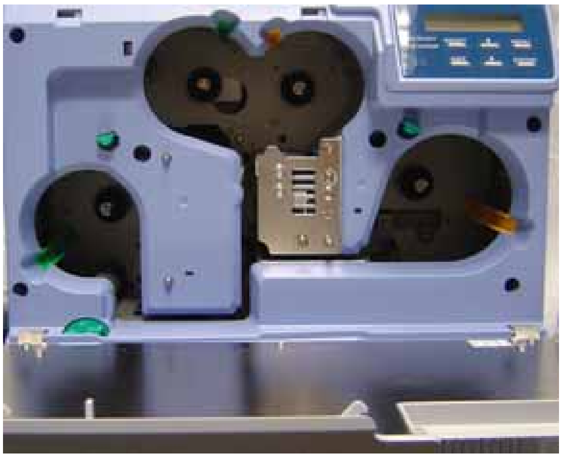
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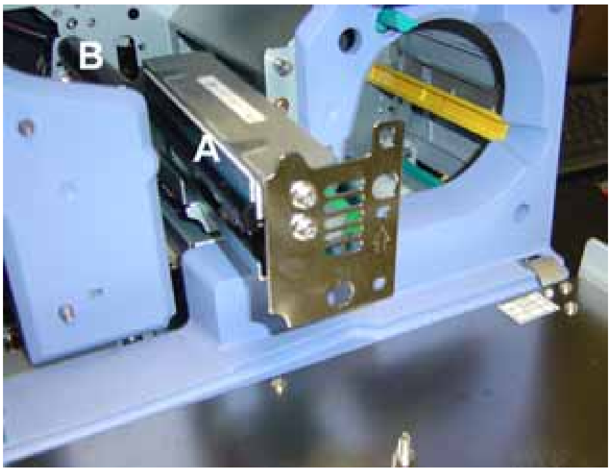
Prima Cleaning Instructions

CLEANING THE THERMAL PRINTHEAD.

- When the **thermal print head** gets dirty, defects such as **unwanted lines** may appear on the **printed card**.
- The **print head** should be **cleaned** after approximately **10,000 dye panels**, dependant on environment.
- Ensure **printer** is **powered off**.

1. Open the printer **front door** and **remove the ribbon cassettes**.





A Print head surface, (print head removed for reference only).

B Platen Roller.

2. **Platen roller** must to be wiped with the **alcoholic cloths** supplied in the **cleaning kit**.
3. Re-fit **ribbon cartridges** and power on the printer.

CLEANING THE FAN FILTERS.

- When the **fan filters** become **dirty** particles of **dust** may begin to appear on the card surfaces.
- It is recommended to **clean** the **filters** after **10,000 cards**, or dependant on printer environment.
- Ensure the **printer** is **powered off** for this action.

1. **Remove** the **fan filters** located in **two** positions on **each** side of the printer.





2. **Remove** the **card tray** and **cleaning cassette**.

Prima Cleaning Instructions

3. Remove **third filter** from where the **card tray** is normally inserted, **adjacent** to the **cleaning cassette**. The filter can be gently squeezed together and pulled downwards to release it.

4. **Remove** the dirt from the **filter elements** by gently **vacuuming** the surface. **Replace** the **filter elements** when they start to **deteriorate**.

5. **Replace** all the **filters**, **card tray** and **cleaning cassette**, power on the printer.

CLEANING THE MAGNETIC ENCODING HEAD.

- A **dirty** magnetic encoding head will cause **Read/Write** errors and can physically damage the card surface.
- It is recommended that the **magnetic encoding head** be cleaned every **1000 cards**.
- **Cleaning** the **magnetic head** is **not necessary** if magnetic encoding is **not** being used.
- **Magnetic Head** cleaning cards are supplied **separately**.

1. Keep the ribbon cartridges loaded for this operation, the printer needs to be **powered on** and **initialised**.

2. Press the **"Menu"** button **three** times to show the **"Cleaning"** display.

3. By pressing **"Enter"** you begin the cleaning routine. Here you have **two** selections:

Rollers **(mentioned previously)**
MG Head **(only on machines with this option)**

4. Place the **alcohol-impregnated** card in the card tray, **alcohol** facing left from the front of the printer.

5. Press **"Enter"** and the cleaning routine will commence.



6. After the routine the **card** will be fed from the **right side** of the machine. Turn the printer off and back on again after **10 seconds**.